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## IMPORTANT INFORMATION

Water charges for residential and commercial users are determined by the Customer's water usage during the billing cycle. The billing cycle is generally from the 15th of the month to the 15th of the next month. Water bills are due on the 10th of each month.

### Hours of Operation:

Monday - Thursday	Friday
7:30AM- 5:30PM	7:30AM- 11:30AM

### Contact Information:

Water and Sewer Billing Questions: 684-1391 ext. 224

Water and Sewer Problems:

Public Works Department 681-1232 Mon -Fri 8-5pm

LV dispatch non-emergency 684-3215  
(After hours, weekends and holidays)

### Payment Options:

In addition to mailing in your payment, you may pay at the front counter inside City Hall or for your convenience you may drop off your payment 24 hours a day in our drop box located in front of City Hall. We accept checks, cash and money orders. At this time we do not accept credit cards. Please do not leave cash in the drop box for your payment.

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## WINTER SEWER AVERAGING

### Residential:

Sewer charges for residential customers are based on the winter sewer average. The average water consumption used during the winter months of November 15 - February 15 each year determines your monthly sewer charge for the next twelve months. The new winter average goes into effect on the March billing each year. Should you have a water leak during this period, you may request a Sewer Adjustment Form from the Utility Billing office. Forms must be received no later than May 1st for consideration.

### Commercial:

Sewer charges for commercial customers are based on the monthly water consumption.

### Water Leak Detection:

**Toilets:** To test toilets for leaks, add a few drops of food coloring or a dye tablet in the water tank. Do not flush the toilet and watch to see if the dye appears in the bowl. If it does, then the toilet has a leak that would need to be repaired. Your toilet can be the biggest water waster in your home, wasting about 1,440 gallons per day, or one gallon per minute.

**Between meter and house:** To check for hidden water leaks, turn off all indoor and outdoor faucets and any appliance that uses water. Check your water meter every 10 minutes, if your meter continues to run or the small dial is turning, there is probably a leak that needs immediate attention.

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## REBATE PROGRAMS

### Toilet Rebate:

Currently the City of Leon Valley has a toilet rebate program in place that allows for replacement of up to two toilets. A rebate of \$50.00 per toilet will be applied to the customer's water account. To apply for a rebate for replacing your toilet, please call Public Works at 681-1232. Public Works will set up an appointment with the customer to inspect the new low flow toilets and if necessary, remove the old toilets.

### Washing Machine Rebate:

Energy efficient washing machines may qualify for a rebate on your bill of \$100.00. To request a rebate please contact the Utility Billing Department for the appropriate forms and procedures. A copy of your receipt will be required.

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## HELPFUL NUMBERS

City Public Service	353-2222
Waste Management	224-4651
Time Warner Cable	244-0500
Southwestern Bell	1-800-464-7928
Leon Valley Police Dept.	684-3215
Leon Valley Fire Dept.	684-3219
Library	684-0720
Leon Valley City Hall	684-1391

# Leon Valley Customer Information